TSP Components

The TSP program contains two primary and distinctive components:

Restoration

A restoration priority is applied to new or existing telecommunications services to ensure restoration before a non - TSP program user

Must be requested and assigned *before* a service outage occurs

Provisioning

A provisioning priority is obtained to facilitate the priority installation of *new* telecommunications services in a shorter than normal interval, when necessary

**Cannot be used to compensate for inadequate planning**

What is TSP Restoration?

↖ *Restoration* means the repair or returning to service of telecommunications services that have experienced a service outage or are unusable for any reason.

↖ Priority *restoration* is applied to new or existing telecommunications services to ensure restoration before any other services.

↖ TSP *restoration* priorities must be requested and assigned *before* a service outage occurs.

RESTORATION

Flow Diagram

Manager, NCS OPT

Federal User/ Contracting Activity

1

2

4

3

4
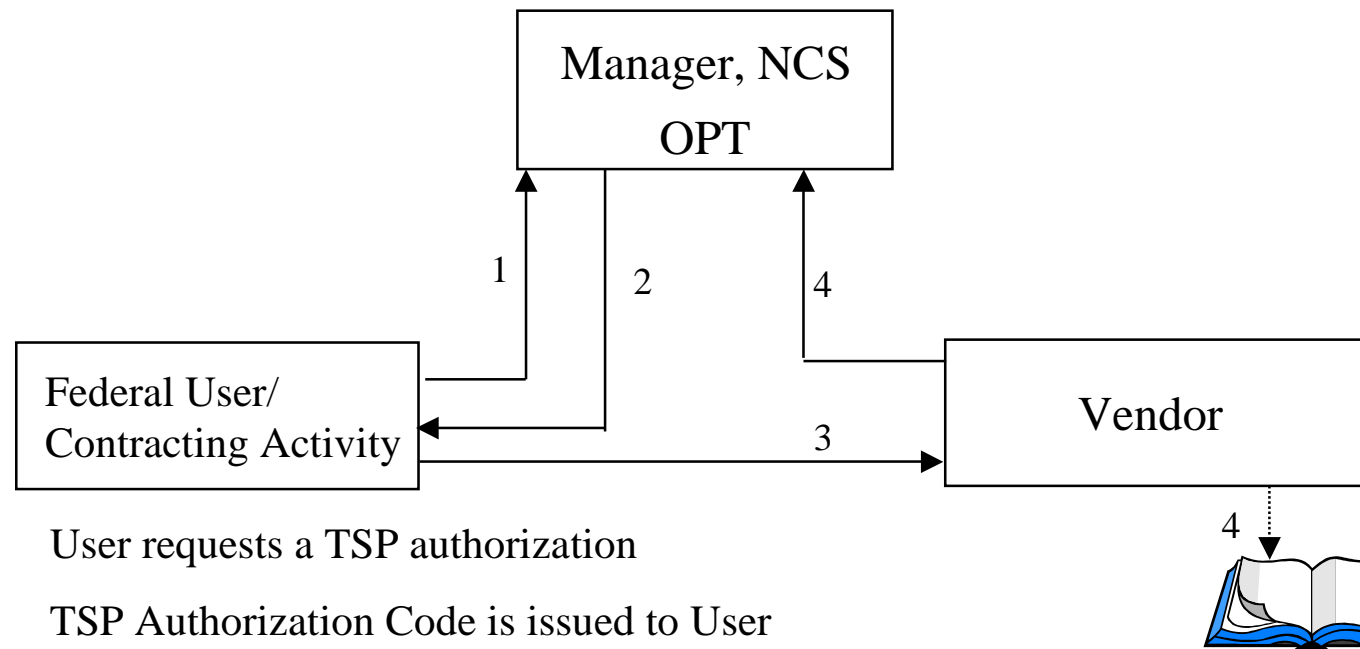
Vendor

1) User requests a TSP authorization

2) TSP Authorization Code is issued to User

3) User provides TSP Code with service order to Vendor

4) Vendor records TSP status in circuit records, and confirms completion to NCS/OPT

(Completed before a Loss of Service)

After Loss of Service:

• Vendor records identify circuits for priority restoration.

• Response is automatic.

What is a Sponsor?

↖ All non-Federal users who request a TSP provisioning or restoration assignment are required to have a Federal agency sponsor their request.

↖ A sponsor can be any Federal agency with which a non-Federal user may be affiliated, as specified in Executive Order 12656, "Assignment of Emergency Preparedness Responsibilities," dated November 18, 1988.

The primary roles of a Federal sponsor are to:

↖ Review and determine whether to approve foreign, State, and local government and private industry requests for priority actions.

↖ Affirm that the requested priority level assignment is appropriate.

A Federal sponsor does not incur financial liability for the sponsored service.

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Who are Federal Sponsors?

AGENCY	PRINCIPLE SPONSOR FOR:
NCS	• State and Local Governments • Telecommunications vendors with services supporting NS/EP functions
DOE	• Public and Private Electric Utilities
DOS	• Foreign Governments
DHHS	• Hospitals

What is TSP Provisioning?
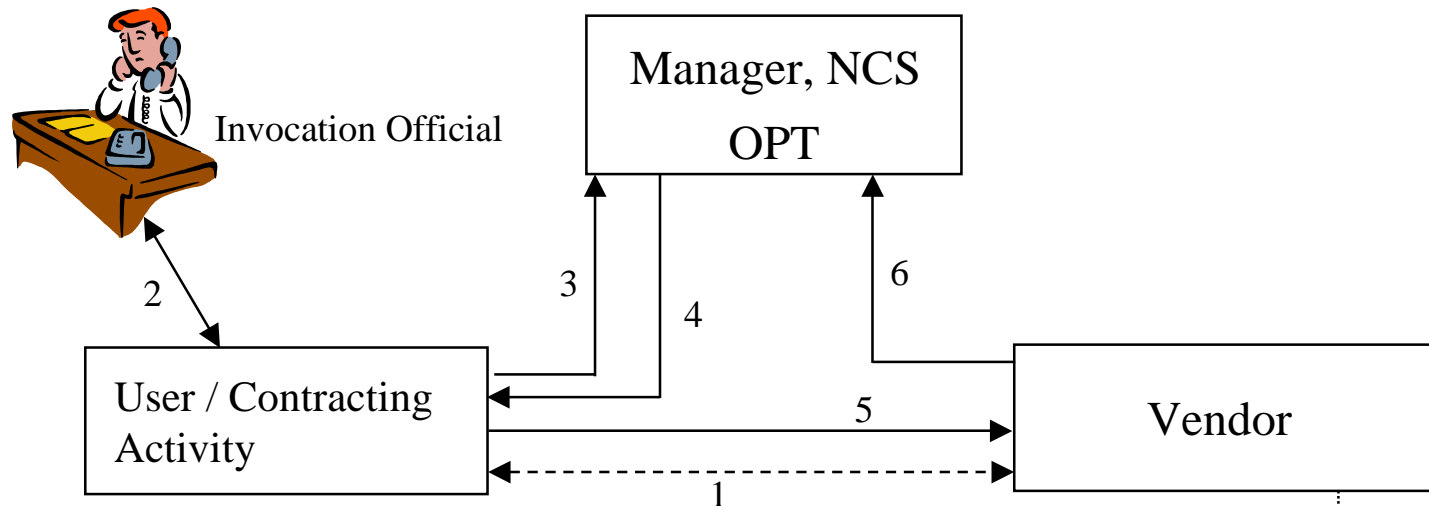
↖ A key feature of the TSP Program is that users can obtain *provisioning priority* from service vendors for the installation of new NS/EP services.

↖ A *provisioning priority* authorizes the service vendor to take steps to provide the service earlier than the vendor's normal business procedures would allow.
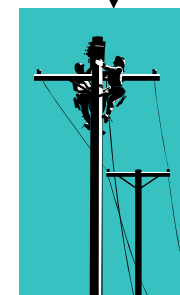
PROVISIONING
Flow Diagram

1) User & Vendor pre-coordinate proposed Service Order

2) Invocation Official certifies User's request for Provisioning

3) User requests a Provisioning Priority

4) TSP Authorization Code is issued to User

5) User provides TSP Code with service order to Vendor

6) Vendor expedites service order and confirms completion to NCS/OPT

Service Order processed with "Best Effort" priority

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How Do Vendors Respond to Emergency TSP Provisionings?

EMERGENCY

- When service vendors receive an E provisioning priority, they will take immediate action and allocate the resources necessary to provide the service as soon as possible

- If a vendor receives more than one E TSP request from different users, the vendor will provision them in order of receipt

How Do Vendors Respond to Essential TSP Provisionings?

ESSENTIAL

↖ When service vendors receive an essential provisioning priority, they will make their best effort to provision the service by the requested due dates.

↖ Service vendors will provision essential TSP services, which are assigned the same provisioning priority and the same service due date, in the order in which they received the requests.

TSP Web Site

http://tsp.ncs.gov

Why Should I Use TSP?

- TSP provides service vendors with a FCC mandate for prioritizing services that are critical to NS/EP.

- TSP is a critical tool for emergency response and recovery efforts.

- TSP provisioning might be the only means of installing new services in a time of crisis.

- TSP restoration enables the NS/EP community to have telecommunications services restored prior to other services.

Contact Information

MAILING ADDRESS:

Office of the Manager,

National Communications System

ATTN: Office of Priority

         Telecommunications (OPT)

701 South Court House Road

Arlington, VA 22204-2198

INTERNET URL:

http://tsp.ncs.gov

E-MAIL:

tsp @ncs.gov

TELEPHONE:

Business hours (8 a.m. to

4 p.m.) or after hours :

OPT: (703) 607-4933

         (703) 607-4932

DSN: 327-4933

       327-4932

FACSIMILE:

Unclassified:

OPT: (703) 607-4937

DSN: (703) 327-4937

Call the OPT to obtain classified facsimile information

NCS One-Stop Shop Services

Government Emergency Telecommunications Service

1 2 3

Name:

Organi ation

Government Emergency Telecommunications Service (GETS)

Channels

Wireless Priority Service (WPS)

BBC

Emergency Notification System (ENS) Pilot

Priority Communications Services

SHARES (HF Radio)

Telecommunications Service Priority (TSP)

Telecom ISAC

National Coordinating Center

One-Stop Shop Services (OSSS)

NATIONAL COMMUNICATIONS SYSTEM
NCS

One-Stop Shop Services Concept

Consolidate operational support for all of NS/EP telecommunications services

Establish a One-Stop Shop Service for NCS customers:

- to order priority telecommunications services

- to receive coordination/help-desk/information-sharing services and operations
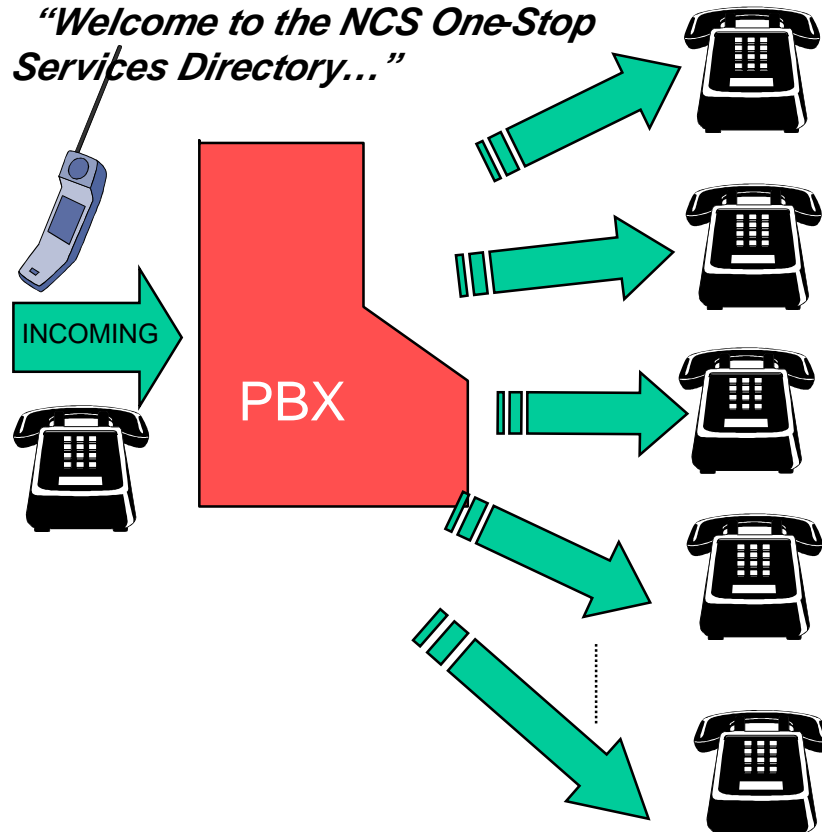
One-Stop Shop Services Telephone Connectivity

One-Stop Shop Services Call Center

Dial: 1-866-NCS-CALL (866-627-2255)
or
(703) 676-2255

"Welcome to the NCS One-Stop Services Directory…"

INCOMING

PBX

Dial into one number with announcements   and multiple service selections.

"For GETS… Press 1"

"For WPS … Press 2"

"For TSP … Press 3"

"For ENS Pilot … Press 4"

"For Additional Information … Press 5"

NATIONAL COMMUNICATIONS SYSTEM

NCS